SERVICE AUX LARYNGECTOMISÉS ET PROGRAMME D'AIDE À LA COMMUNICATION (SAL-PAC)

PROGRAMS FOR LARYNGECTOMIZED, TRACHEOSTOMIZED AND GLOSSECTOMIZED PATIENTS

User Guide

This document was revised by

The Speech-Language Pathology Services
of the CHUM and the CHU DE QUÉBEC

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User Guide

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INTRODUCTION

Major ENT surgeries can cause significant communication problems for patients. That is why the Ministère de la Santé et des Services Sociaux du Québec established a program to distribute communication aids to people who have undergone this type of surgery.

The program is divided into two parts. The *Service aux laryngectomisés (SAL)* is for people who have undergone a total laryngectomy. The *Programme d'aide à la communication (PAC)* is for those who have undergone a partial laryngectomy, a tracheotomy, a glossectomy or who have other communication problems because of a major and persistent ENT impairment.

The speech-language pathology services of the Centre hospitalier universitaire de Québec (CHU de Québec) and the Centre hospitalier de l'Université de Montréal (CHUM) manage the program. Users of the SAL-PAC are linked up to one of these centres, depending on their address. For patients who live in eastern Québec, the supraregional distribution centre is the CHU de Québec. For patients living in western Québec, the supraregional distribution centre is the CHUM. The healthcare professional who registers you for the program will tell you which supraregional centre you must contact.

This document explains the program to you and your loved ones. At the end of the guide is a Declaration of Commitment that you are asked to sign, in order to access the resources of the SAL-PAC. You can ask the health care professional who registers you any questions you may have. You can also contact the supraregional distribution centres, for which the contact information is listed on page 11 of this guide.

SAL-PAC OPERATING RULES AND PROCEDURES

SAL-PAC CLIENTELE

The SAL-PAC is open to anyone covered by the Régie de l'assurance maladie du Québec (RAMQ) and who has undergone a total or partial laryngectomy, a tracheotomy, a glossectomy, or who has a major and persistent ENT impairment that makes oral communication difficult.

The program excludes hospitalized clientele, as well as clientele already covered by any other program:

- Provincial government:
  - Commission de la santé et sécurité au travail (CSST)
  - Indemnisation des victimes d'actes criminels (IVAC)
  - Société d'assurance automobile du Québec (SAAQ)
  - Programme ministériel des aides techniques à la communication (PMAT-COM)
- Federal government:
  - Veterans Affairs
  - Aboriginal Affairs
  - Any other program for immigrants or refugees

If you are already covered by one of these programs, the healthcare professional who registered you may take steps to harmonize the SAL-PAC with your other program.

SAL-PAC REGISTRATION

A healthcare professional, usually a speech therapist, must register you for the SAL-PAC. If there is no speech therapist at the institution where you underwent your surgery, the supraregional distribution centres (CHU de Québec or CHUM) will enter into an agreement with your institution and another healthcare professional who can register you (nurse, physician, social worker, etc.).

In order to register you, the healthcare professional must fill out a registration form that includes your personal information. You must also provide the name of two resource people, in case we are unable to reach you. The contact information for these people must be different than yours.

In addition, to be registered, you must sign the Declaration of Commitment to the SAL-PAC. This declaration stipulates that you understand and agree to respect the rules and procedures of the SAL-PAC. The declaration is found on page 9 of this document.

USER RESPONSIBILITIES

SAL-PAC users agree to:

- accept the operating rules and procedures of the SAL-PAC and sign the Declaration of Commitment.
- use the communication aids that were loaned or given to them correctly, and only for the purpose for which they were provided.
- look after the communication aids that were loaned or given to them and follow the instructions provided to that end. Maintenance tips are included in this document on page 12.
- keep the assigned communication aids and not to exchange, give away or sell them.
- respect all safety rules pertaining to the use of the communication aids for themselves and others.
- accept the communication aids that meet their needs, whether they are new or reconditioned.
- notify those responsible for the program of any damage that has occurred.
- replace the aid if it is stolen, lost or damaged through negligence or abuse, fire or vandalism.
- respect the quotas established for the communication aids and supplies.
- return the communication aid to the SAL-PAC if they no longer use it or if they use another means of communication.
- notify those responsible for the SAL-PAC of any change in their address.

The supraregional distribution centres (CHU de Québec or the CHUM) will contact any users who do not respect their commitments, in order to correct the situation. Following this, **if the user continues to disregard their commitments to the SAL-PAC, the program managers reserve the right to withhold access to the services of the program.** In that case, a letter will be sent to the user to explain why access to these services has been withheld.

COSTS

When you need a communication aid that is provided through the SAL-PAC, that aid is provided at no cost, without regard to your or your family's ability to pay. The communication aid will be repaired and replaced by the program, **unless it has been stolen, lost, or damaged through negligence or abuse or following a fire or an act of vandalism.** For that reason, we suggest that you contact your property insurance provider to inform it that you are using a communication assistance device that has been

loaned to you. You should also advise your loved ones of this loan. In case of theft, loss or negligence, the SAL-PAC reserves the right to refuse to lend you another device.

COMMUNICATION AIDS AVAILABLE

The SAL-PAC divides communication aids into two categories:

- communication aid devices, which are loaned;
- communication assistance supplies, which are given.

In addition, for historical reasons, the supraregional distribution centres provide certain supplies that are not used for communication. These supplies are referred to as "other supplies." As these supplies are not included in our mandate from the Ministère de la Santé et des Services Sociaux, the SAL-PAC cannot guarantee that they will always be provided at no charge. You will be informed if there are any changes regarding these supplies.

In order to be fair to all patients and for budgetary reasons, **each user is entitled to one (1) communication aid device, which is loaned.** The **communication assistance supplies are distributed on the basis of annual quotas**, which must be respected by everyone.

For more information about the available communication aid devices and supplies, you can speak with your speech therapist or your healthcare professional. They can guide you, according to your situation and your needs.

ASSESSMENT OF NEEDS

To procure a communication aid, you must have been assessed by a speech therapist. That person can then file a request for a communication aid from the SAL-PAC. Another healthcare professional cannot file a request for a communication aid without the consent of the SAL-PAC. **Patients cannot file their own requests for a communication aid.** However, after you have received your first communication aid, you may make your own request to renew the loan of your communication device.

A medical prescription may be required for some communication aids.

Some specific requests made to the SAL-PAC are reviewed by its managers and expert clinicians, who which will then transmit their decisions to the healthcare professional who referred you. If a request is refused, the healthcare professional who registered you will contact you.

DISTRIBUTION OF COMMUNICATION AIDS

All communication aid devices are loaned. The supraregional distribution centres (CHU de Québec and the CHUM) remain the owners of these devices at all times. When the distribution centres retrieve communication aid devices, they repair them as needed and

ensure that they are disinfected in order to redistribute them to other users.

Your communication aid is sent to the healthcare professional who registered you when you first made your request. This speech therapist will give it to you and explain how to use it. Afterward, disposable supplies or a replacement device (if the one you have breaks down and must be replaced) will be sent to you directly by mail. If you must change the type of communication aid you are using, your speech therapist must carry out a re-assessment.

Supplies are mailed out once a month to each patient, either to your address or that of your speech therapist. You must ensure that you include all the supplies you will need for the coming month when you place your order. However, if you forget something, you can go to the supraregional distribution centres to pick it up. You must inform the distribution centre if someone else goes in your place. The addresses and other contact information of the distribution centres can be found at the end of this document. When a change is made with respect to your supplies, the change will be applied only at the next mailing.

If you must return your communication aid, we advise you to bring it yourself or to send it directly to the distribution centre. If you give it to someone else to take to the distribution centre for you, ask that person to complete the document on page 10 and keep it as proof. The SAL-PAC does not pay postage expenses if you return a communication aid to the distribution centre by mail. You must assume that cost.

REHABILITATION SERVICE

The SAL-PAC prefers that users undergo rehabilitation at the institution where the surgery was performed. If it is impossible for your institution to provide that service, it can direct you to another institution in your region.

CONCLUSION

The CHU de Québec and the CHUM's speech-language pathology services are supraregional distribution centres for the SAL-PAC (*Service aux laryngectomisés-Programme d'aide à la communication*). This program provides patients who have undergone major ENT surgery with communication aids.

To receive services from the SAL-PAC, you must sign the Declaration of Commitment on the next page. By signing, you undertake to respect your commitments to the SAL-PAC.

The SAL-PAC reserves the right to exclude any patients who do not respect their commitments.

For any question concerning the SAL-PAC, please contact the healthcare professionals in your region or contact the supraregional distribution centres directly. Their contact information is on page 11 of this document.

SERVICE AUX LARYNGECTOMISÉS ET PROGRAMME D'AIDE À LA COMMUNICATION (SAL-PAC)

DECLARATION OF COMMITMENT TO THE SAL-PAC

Patient's name*: _____

RAMQ no.*: _____ Expiry date*: _____

I,_____, residing in _____, acknowledge that I have received the SAL-PAC user guide, that I understand my commitments and that I accept them.

By signing this declaration of commitment to the SAL-PAC, I undertake to

- accept the operating rules and procedures of the SAL-PAC.
- use any communication aid that was loaned or given to me correctly, and only for the purpose for which it was provided.
- look after any communication aid that has been loaned or given to me and follow the instructions provided to that end.
- keep the assigned communication aid and not to exchange, give away or sell it.
- respect all safety rules pertaining to the use of any communication aid for myself and others.
- accept the communication aid that meets my needs, whether new or reconditioned.
- notify those responsible for the program of any damage to the communication aid.
- replace the aid if it is stolen, lost or damaged through negligence or abuse, fire or vandalism.
- respect the quotas established for the communication aid.
- return the communication aid to the SAL-PAC, if I no longer use it or if I use another means of communication.
- notify those responsible for the SAL-PAC of any change in my address.

I also accept that, if I do not honour my commitments toward the SAL-PAC, the program managers reserve the right to withhold the SAL-PAC's resources from me.

I authorize the hospital to give my name, address, and telephone number to the Canadian Cancer Society in order to obtain certain supplies, if I am eligible.

Patient's signature*: _____ Date*: _____

Witnesses*: _____ Date*: _____

Address: _____ Telephone: _____

**Mandatory information*

RETURN OF A COMMUNICATION AID

Date: _____

User's name (name at birth): _____

DESCRIPTION OF THE COMMUNICATION AID:

- Device: _____ Number: _____
- Accessory: _____
- Accessory: _____
- Accessory: _____

Returned by: _____

Telephone no.: _____

Reason for return: _____

Received by: _____

I understand that by accepting this communication aid, I am responsible for returning it to the distribution centre within 10 days.

Signature: _____

Date: _____

CONTACT INFORMATION FOR SAL-PAC SUPRAREGIONAL DISTRIBUTION CENTRES

FOR EASTERN QUÉBEC

Centre hospitalier universitaire de Québec (CHU DE QUÉBEC)
L'Hôtel-Dieu de Québec
Service aux laryngectomisés-Programme d'aide à la communication
1565, 11 Côte-du-Palais
Québec City QC G1R 2J6
Telephone: 418 691-5095
Fax: 418 691-5377

FOR WESTERN QUÉBEC

Centre hospitalier de l'Université de Montréal (CHUM)
Hôpital Notre-Dame
Service aux laryngectomisés-Programme d'aide à la communication
K-3246, 3rd floor, Pavillon Mailloux
1560 Sherbrooke St. East
Montréal QC H2L 4M1
Telephone: 514 890-8000, extension 25585
Fax: 514 412-7899
Email: sal-pac.chum@ssss.gouv.qc.ca

The distribution centres are open from Monday to Friday during regular clinic hours.

COMMUNICATION AID CARE

ARTIFICIAL LARYNX

Do not immerse the device. Clean the outside with a damp cloth and mild soap. Only the mouth tube can be washed in water with mild soap. (See below).

MOUTH TUBE FOR ARTIFICIAL LARYNX

Clean regularly in warm water using mild soap. Let it soak all night. Rinse well. Allow it to air dry. Do not put it on the sound generator if it is damp. Use it only after it is completely dry. We recommend that you rotate between two tubes.

TELEPHONE, SPEECH SYNTHESIZER AND VOICE AMPLIFIER

Do not immerse the device. Clean the outside with a damp cloth and mild soap. A computer vacuum cleaner may be used to clean the keypad and buttons.

BLOM-SINGER TRACHEOESOPHAGEAL VOICE PROSTHESIS

Clean with warm water and mild soap. If secretions adhere to the walls, let it soak in warm water and mild soap. The secretions can be detached by gently rubbing the interior walls against one another. Do not use a cotton swab or a pipe cleaner to clean the interior of the prosthesis, as this could damage the valve. Rinse well with warm water under a gentle spray. Allow it to air dry completely before putting it back in its case. Do not use heat or hot air to dry the prosthesis. The prosthesis may be disinfected (if you have a fungal infection) by letting it soak all night in a 3% hydrogen peroxide solution. Afterward, rinse well with fresh water and air dry.

VALVE FOR TRACHEOESOPHAGEAL VOICE PROSTHESIS

Clean with warm water and mild soap. Rinse well and air dry before wearing or storing it in its case.

TRACHEOSTOMA VENT/STOMA BUTTON

Soak it for 15 minutes in warm water and mild soap (e.g.: dish detergent). A cannula cleaning brush may be used to clean the interior if there are any adhering secretions. Rinse well with clean water. Air dry or use a soft cloth to dry it before wearing it or putting it away. Do not use petroleum-based products (such as Vaseline) to clean or insert it.

SPEAKING VALVE (*PASSY-MUIR, PORTEX, SHILEY*)

Fill a bowl with warm water and add mild soap. Plunge the valve into it and agitate it in the water. Let it soak a few minutes if any secretions adhere to it. Do not use hot water, peroxide, bleach, vinegar, rubbing alcohol, a brush or cotton swabs to clean the valve. Rinse well with warm water under a gentle spray. Let it air dry completely before returning it to its case. Do not use heat or hot air to dry the valve. Do not sterilize it in an autoclave.

CLOTH STOMA COVERS

Wash by hand in warm water, with mild soap. Do not use bleach. Dry flat. Do not dry in a clothes dryer.

SOME HELPFUL ADDRESSES FOR ENT PATIENTS

FÉDÉRATION QUÉBÉCOISE DES LARYNGECTOMISÉS

The associations that make up the Fédération québécoise des laryngectomisés have the goal of establishing links among the members and their areas. To that end, each association is responsible for organizing activities to periodically bring their members and their loved ones together. It is thus the perfect place to receive information, support, and certain supplies, in addition to giving laryngectomees a chance to practice their "new voice." The Federation also has volunteers who actively participate in the rehabilitation of people who have recently undergone surgery by visiting them, before and after surgery.

ASSOCIATION DES LARYNGECTOMISÉS DE MONTRÉAL

5556 Sherbrooke St. East (corner of Assomption Blvd)
Montréal QC H1N 1A2 Tel.: 514-259-5113

ASSOCIATION DES LARYNGECTOMISÉS DE QUÉBEC

Suite 240, 4765 1st Avenue,
Charlesbourg, QC G1H 2T3 Tel.: 418 622-5704

CANADIAN CANCER SOCIETY

The CCS provides material assistance to people affected by cancer who live at home. Among others, it provides tracheotomy care supplies.
Forms available at http://www.cancer.ca.
Consult the "Support & services," "Financial help" and "Material assistance" sections.

In Montréal
5151 Assomption Blvd
Montréal QC H1T 4A9
Tel.: 514 255-5151

In Québec City
Suite 214, 1040 Belvédère Ave.
Québec QC G1S 3G3
Tel.: 418 683-8666

INFORMATION DOCUMENTS

Services Guide: Service aux laryngectomisés et Programme d'aide à la communication (SAL-PAC)

- New Voice, New Life: Guide for Laryngectomees

Printable documents:

http://www.chumontreal.qc.ca/patients-et-soins/departements-et-services/orthophonie
or
http://www.chuq.qc.ca/fr/les_soins/autres_soins/orthophonie.htm